

TORFQ#ITS-EPA II-RFQ-10-0004 Email, Collaboration, and Mobile Devices Support  
**AMENDMENT #1**

April 13, 2010

Dear ITS-EPA II BPA Holder:

This amendment is issued to:

- 1) Provide responses to Vendor Questions

Vendors must acknowledge receipt of this amendment on their quote submitted. Failure to acknowledge this amendment may result in rejection of offer. All terms and conditions specified in the RFQ and not altered or changed by this amendment remain in effect.

Sincerely,

Joel P. Smith  
Contracting Officer  
US Environmental Protection Agency

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Vendor questions for Email

1. In Section 1.3.2 on page 10 of the RFQ, the government indicates that they have limited on-site space in EPA EAST and Potomac Yards for this task order. Within this limited space, how many personnel can be accommodated?

**Response: EPA East has 2 seats supporting Lotus Notes and Potomac Yard has 1 seat supporting Lotus Notes**

2. Section 3. Performance Work Statement, Item I, Background on page 15 states, "RTP National Email, Mobile Device, and Lotus Collaboration Operations include hardware, operating system, and application layer support until Hosting group assumes hardware and operating system support."

Offeror understands that the timeline for this transition has yet to be determined. However, for proposal pricing purposes, how long into the Option Periods should vendors plan to support the hardware and operating systems associated with RTP National Email, Mobile Device, and Lotus Collaboration Operations?

**Response: Throughout base period.**

3. Section 3. Performance Work Statement, Item II. Scope of Requirements, Subtask 1-National Email Services. Under the Monitoring section on page 17 EPA states as requirement 1, "Provide automated tools for monitoring service delivery (e.g., availability, capacity, access, and forensics) and adherence to EPA security policy."

In order to "provide automated tools for monitoring service delivery", is the government suggesting that vendors use an EPA-provided tool in developing their solution or is the Task Order RFQ requesting that vendors provide such a tool(s) at their own expense, or alternatively at the government's expense? If an EPA-provided tool(s) is being provided for use by the awardee, what EPA tool(s) will be made available for monitoring?

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**Response: Native Domino Monitoring Tools are currently used to monitor email service delivery. The Agency also uses the following tools to monitor our environment: Nagios, ScienceLogic EM7, BixFix, Bindview, Boxtone, Permess, HP OpenView, Dell OpenManager. Offerors may propose the use of other tools.**

4. Section 3. Performance Work Statement, Item II, Scope of Requirements, Subtask 1-National Email Services. Under the Database Management/Administration section on page 18, EPA states as requirement 6, "Provide a secure Notes application hosting server, with backup, so that only Notes encrypted sessions are allowed on that server."

Does the "Provide secure Notes application hosting server" refer to an existing EPA server or one that needs to be newly implemented under this task order? If this is to be newly implemented for this task order, is the RFQ requiring vendors to include and price the purchase of the requisite hardware and software associated with this requirement?

**Response: It is a new requirement. Hardware and Software will be provided by EPA.**

5. Section 3. Performance Work Statement (PWS), Item I, Scope of Requirements; Subtask 2, HQ Email. The government indicates that Lotus Domino servers are to be configured and maintained. What is the quantity and configuration of these servers and are they all located in HQ?

**Response: There are 42 physical devices, all servers are Dell PowerEdge devices and consist of primary mail, application, failover/clustered, Sametime and archive servers. The locations are in the DC Metropolitan area.**

<u>Server</u>	<u>Building</u>	<u>Model</u>	<u>Primary Functions</u>
EPAHUB16	EPA-EAST	PowerEdge 6850	Blackberry Server
DCARCHIVEMAIL01/03	EPA-EAST	PowerEdge 2650	Notes Archive Server
DCSAMETIME1	EPA-EAST	PowerEdge 2950	Notes SameTime Server
DCMAIL4	EPA-EAST	PowerEdge 1955	Primary Mail Server
DCMAIL5	EPA-EAST	PowerEdge 1955	Primary Mail Server
DCARMAIL6	EPA-EAST	PowerEdge 1955	Primary Mail Server

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DCARMAIL7	EPA-EAST	PowerEdge 1955	Primary Mail Server
DCARMAIL8	EPA-EAST	PowerEdge 1955	Primary Mail Server
DCJSMAIL9	EPA-EAST	PowerEdge 1955	Primary Mail Server
DCCMMAIL11	Potomac Yards	PowerEdge 2950	Primary Mail Server
DCCMMAIL12	Potomac Yards	PowerEdge 2950	Primary Mail Server
DCCCWMAIL13	EPA-EAST	PowerEdge 1955	Primary Mail Server
DCCCWMAIL14	EPA-EAST	PowerEdge 1955	Primary Mail Server
DCICMAIL15	EPA-EAST	PowerEdge 1955	Primary Mail Server
DCICMAIL16	EPA-EAST	PowerEdge 1955	Primary Mail Server
DCICMAIL17	EPA-EAST	PowerEdge 1955	Primary Mail Server
DCSECMail2	EPA-EAST	PowerEdge 2650	Primary Mail Server
DCWEBMAIL1	EPA-EAST	PowerEdge 2650	Notes Web Mail Server
DCWEBMAIL3	Potomac Yards	PowerEdge 2650	Notes Web Mail Server
DCMAIL4b/5b/secmail2b	Potomac Yards	PowerEdge 2650	Failover Mail Server
DCARMAIL6b/7b/8b	Potomac Yards	PowerEdge 2650	Failover Mail Server
DCJSMAIL9b/10b	Potomac Yards	PowerEdge 2650	Failover Mail Server
DCCMMAIL11b/12b	EPA-EAST	PowerEdge 2650	Failover Mail Server
DCCCWMAIL13b/14b/18b	Potomac Yards	PowerEdge 2650	Failover Mail Server
DCICMAIL15b/16b/17b	Potomac Yards	PowerEdge 2650	Failover Mail Server
DCRRAPPS01LN	EPA-EAST	PowerEdge 2850	Notes Application Server
DCCMAPPS1	Potomac Yards	PowerEdge 2650	Notes Application Server
DCADMIN	EPA-EAST	PowerEdge 2650	Notes Admin Server
DC_APPS1/DCAPPS3	EPA-EAST	PowerEdge 2650	Notes Application Server
DCAPPS2	EPA-EAST	PowerEdge 2650	Notes Application Server
DCHQDOMINO1	EPA-EAST	PowerEdge 2650	Notes Application Server
DCTEST1/DCTRAIN1	EPA-EAST	PowerEdge 2650	Notes Test Server
DCHUB2	EPA-EAST	PowerEdge 2650	Notes Hub Sever

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DCAPPS4	EPA-EAST	PowerEdge 2650	Notes Application Server
DCTESTR85	EPA-EAST	PowerEdge 2650	Domino 8.5 Test Server
DCARCHIVEMAIL02/05	EPA-EAST	PowerEdge 2850	Notes Archive Server
DCARCHIVEMAIL04/06	EPA-EAST	PowerEdge 2850	Notes Archive Server
DCARCHIVEMAIL07/08	EPA-EAST	PowerEdge 2650	Notes Archive Server
DCICMAIL18	EPA-EAST	PowerEdge 2900	Primary Mail Server
DCCOOPMAIL	Fort Meade	PowerEdge 1950	Failover Mail Server
DCCOOPMAILb	Fort Meade	PowerEdge 2900	Failover Mail Server
DCCOOPSAMETIME	Fort Meade	PowerEdge 1950	Sametime Sever

6. Section 3. Performance Work Statement (PWS), Item II, Scope of Requirements; Subtask 2 HQ Email. On page 19, the RFQ begins describing the requirements for "Subtask 2 - HQ Email (Services provided under this Subtask shall be charged to Working Capital Cost Center WH). On Page 22, the RFQ includes a separate heading "Subtask 2 - HQ Email Services: Definitions of Support."

Does Government require the Subtask 2 pricing to be broken out into these two areas as described above, or is one aggregate price adequate?

**Response: All Subtask 2 pricing is under one area, WH.**

7. Section 3. Performance Work Statement (PWS), Item II, Scope of Requirements; Subtask 3 Mobile Devices. Please clarify the location of the 4 Blackberry servers between DC and RTP.

**Response: Currently, there are 3 Blackberry servers in RTP. One server is located in DC.**

8. Section 3. Performance Work Statement (PWS), Item III, Tasks and Deliverables, the government requests that the contractor "propose a format for each report based on ITIL best practices and industry trends".

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We assume the government intends for contractors to describe their proposed approach when using ITIL best practices and industry trends to create these detailed format layouts; however, if it is EPA's intent to have these detailed report formats provided within each vendor's proposal response, can these be provided as an attachment outside the currently established page count given the volume of reports requiring a proposed format.

**Response: No**

9. On pages 36 and 39 of the RFQ, Section 3. Performance Work Statement, Item IV, Acceptance Criteria, Subtask 2 HQ Email Services (page 36) and Subtask 4 Lotus Collaboration Tools (page 39), EPA provides a list of SLAs including request type, definition, and requirement timeframe in which tasks must be completed.

EPA does not provide a performance level or financial incentive(s)/disincentive(s) associated with these requirements. Can we therefore assume that there are no financial impacts (positive or negative) associated with these specific requirements?

**Response: The items listed in the SLA's on page 36 are baseline requirements to maintain the HQ infrastructure. Therefore, you can assume there is no incentive for these items.**

If we cannot make this assumption, can EPA provide details concerning the specific financial impacts (positive and negative) as well as the expected performance levels associated with each requirement?

**Response: N/A**

10. Section 3. Performance Work Statement, Item V. Applicable Documents, page 39. Should contractors assume that the servers listed under Section V, Applicable Documents, represent the entire infrastructure being supported across this task order, including the sub-tasks, or are there other servers being supported at the hardware, operating system, or application layers?

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**Response: Section V represents Subtasks 1, 3, and 4. See response to Question 5 above for more detail on Subtask 2 servers.**

11. Subtask 2 Pg. 21, 14/ SLAs: Please provide access to Appendix B SLAs? Is this the same as the SLAs presented in section IV. Acceptance Criteria starting on pg. 32?

**Response: Yes. For HQ the SLAs are from page 34 to 36.**

12. Quotation Instructions, Technical Factor P5, P13: Are the programs objectives the same as the objectives outlined in attachment 3, or are there specific program objectives?

**Response: Yes, they are the same.**

13. SOR Subtask 1 Pg 17 – Monitoring: Does “1) Provide automated tools for monitoring service delivery (e.g. Availability, capacity, access, and forensics) and adherence to EPA security policy” mean that the contractor’s proposal should include the automated tools selection and costs?

**Response: Native Domino Monitoring Tools are currently used to monitor email service delivery. The Agency also uses the following tools to monitor our environment: Nagios, ScienceLogic EM7, BixFix, Bindview, Boxtone, Permessas, HP OpenView, Dell OpenManager. Offerors may propose the use of other tools.**

14. PWS Subtask 2, Pg 20; Item Number 17: Is the 4-hour “goal” a hard requirement? Does the PWS refer to the same 4-hour period or two separate 4-hour periods?

**Response: The same 4-hour goal.**

15. PWS Subtask 2, Pg 20; Item Number 20: Does the Government intend for this to be

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Tier 2/Tier 3-type of support?

**Response: Tier 2 as Tier 3 is National.**

16. PWS Subtask 2, Pg.21; Item Number 4 in Maintenance: Is communication to the user in scope for the contractor/service provider?

**Response: No.**

17. PWS Subtask 5 Pg. 30; Subtask 2 Deliverable, Item Number 1: What is the scope of what is included in the “Monthly ID Services Report?”

**Response: The following items should be included in the Monthly ID Services Report. It should include the total number of request per item.**

✓	14	▶ Change user name	67
✓	25	▶ Create/Modify Mail-in Database	25
✓	86	▶ Delete terminated employee	86
✓	189	▶ Lost password or fully expired ID	189
✓	20	▶ Move user in the EPA hierarchy	20
✓	23	▶ Move User to new organization or	23
✓	81	▶ New Lotus Notes user id	81
✓	1	▶ Newly Received via Email	1
✓	114	▶ Recertify expiring or expired id	114
✓	75	▶ Update Tel. # or other codes	178